



Open Enrollment 2007

Summary Report

Voluntary	Number	Percentage
Post Cards and New Subscribers	428,807	100%
Post Cards Sent	406,521	100%
Packets Requested	16,139	3.97%
New Subscriber Packets	22,286	100%
Total Packets Sent	38,425	8.96%
OE Transfer Requests Returned	5,799	1.35%

Involuntary	Number	Percentage
Total Packets Sent	43,091	100%
Required Plan Change	1,290	2.99%
Plan Premium Change	41,802	97.01%
OE Transfer Requests Returned	1,859	4.31%

Total Voluntary and Involuntary	Number	Percentage
Total Post Cards, Packets and New Subscribers	471,898	100%
Total OE Transfer Requests Returned	7,658	1.62%

Data is based on Family Unit Level (1.7 subscribers per family approximately)
Subscriber level data follows

Open Enrollment 2007

Overview

Voluntary Transfers	2007 Subscribers Who <u>Voluntarily</u> Changed plans	% of OE Eligible Total	2006 Subscribers Who <u>Voluntarily</u> Changed plans	% of OE Eligible Total	2005 Subscribers Who <u>Voluntarily</u> Changed plans	% of OE Eligible Total
Subscribers Changing Only Health Plans	3,660	0.46%	11,161	1.50%	12,579	1.79%
Subscribers Changing Only Dental Plans	6,309	0.79%	12,551	1.68%	10,361	1.47%
Subscribers Changing Only Vision Plans	359	0.05%	504	0.07%	2,354	0.33%
Subscriber Changing Both Health and Dental Plans	960	0.12%	3,078	0.41%	3,405	0.48%
Subscriber Changing Both Health and Vision Plans	144	0.02%	582	0.08%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	418	0.05%	804	0.11%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	274	0.03%	990	0.13%	N/A	N/A
Total	12,124	1.52%	29,670	3.98%	28,699	4.07%

Contains unduplicated count of subscribers

Note: 797,529 Subscribers with OE Option to change plans in 2007

Required Transfers	2007 Subscribers Who Were <u>Required*</u> to Change Plans	% of OE Eligible Total	2006 Subscribers Who Were <u>Required*</u> to Change Plans	% of OE Eligible Total	2005 Subscribers Who Were <u>Required*</u> to Change Plans	% of OE Eligible Total
Subscribers Changing Only Health Plans	507	0.06%	1,445	0.19%	1,422	0.20%
Subscribers Changing Only Dental Plans	55	0.01%	3,950	0.53%	203	0.03%
Subscribers Changing Only Vision Plans	123	0.02%	66	0.01%	0	0.00%
Subscriber Changing Both Health and Dental Plans	98	0.01%	579	0.08%	73	0.01%
Subscriber Changing Both Health and Vision Plans	21	0.00%	63	0.01%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	8	0.00%	38	0.01%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	32	0.00%	868	0.12%	N/A	N/A
Total	844	0.11%	7,009	0.94%	1,698	0.24%

Contains unduplicated count of subscribers

* Indicates subscribers whose plan was no longer available in their zip code.

Satisfaction Survey: Overall Satisfaction Rating

On a scale of 1-5 (5 meaning Extremely Satisfied and 1 meaning Not At All Satisfied).

Responses are from families who **voluntarily** changed plans and from those families that were **required** to change plans. No families were required to change vision plans.

Health Plan Satisfaction Average Satisfaction Score: 3.2 1,628 families responded to the Health Plan survey	Dental Plan Satisfaction Average Satisfaction Score: 2.3 2,388 families responded to the Dental Plan survey	Vision Plan Satisfaction Average Satisfaction Score: 3.0 374 families responded to the Vision Plan survey
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Top Reasons Why Plan Transfers Were Requested

Responses are from families who voluntarily changed plans.

Health Plan Changes	Dental Plan Changes	Vision Plan Changes
1. Problem getting a doctor I'm happy with	1. Problem getting a Dentist I'm happy with	1. Problem getting an optometrist I'm happy with
2. Appointments to see the doctor have to be made too long in advance.	2. Not satisfied with dental care received	2. Appointments to see the optometrist have to be made too long in advance.
3. Not satisfied with the medical care received	3. Appointments to see the dentist have to be made too long in advance.	3. Not satisfied with vision care received
4. Not being able to see the doctor when the need is urgent	4. Problem getting care that I or my Dentist believed to be necessary	4. Optometrist's office is too far away
5. Problem getting a specialist when I need one	5. Dentist's office is too far away	5. Problem getting care that I or my optometrist believed to be necessary



Healthy Families Program Open Enrollment Transfer Activity - By Health Plan 2007

Data includes voluntary and required transfer requests

Health Plan the Subscriber Transferred To	Alameda Alliance for Health	Blue Cross EPO	Blue Cross HMO	Blue Shield EPO	Blue Shield HMO	CalOptima	Care 1st Health Plan	Central Coast Alliance for Health	Community Health Group	Community Health Plan	Contra Costa Health Plan	Health Net HMO	Health Net Life EPO	Health Plan of San Joaquin	Health Plan of San Mateo	Inland Empire Health Plan	Kaiser Permanente	Kern Family Health Care	L.A. Care Health Plan	Molina Healthcare	San Francisco Health Plan	Santa Barbara Regional Health Authority	Santa Clara Family Health Plan	Ventura County Health Care Plan	Enrollment by Plan of Members Participating in OE *	Percent of Enrollment by Plan of Members Participating in OE *	Percent Change During Open Enrollment	
STARTING COUNT:	7,517	186,894	127,925	7,261	33,571	30,455	8,598	2,739	23,997	19,138	3,251	107,703	767	8,718	3,281	45,142	108,730	11,095	3,005	33,329	5,856	2,021	13,861	2,675	797,529			* Excludes disenrollments
Alameda Alliance for Health	7,460	-	9	-	-	-	-	-	-	-	-	2	-	-	-	-	3	-	-	-	-	1	-	7,475	0.9%	-0.56%		
Blue Cross EPO	2	186,565	62	35	168	162	-	21	10	-	-	414	14	17	12	199	103	-	-	37	-	8	1	76	187,906	23.6%	0.54%	
Blue Cross HMO	8	23	126,630	2	76	4	53	2	36	150	8	278	-	-	2	9	124	27	38	110	2	-	4	-	127,586	16.0%	-0.26%	
Blue Shield EPO	0	5	13	7,201	1	-	-	-	7	-	-	6	-	1	-	-	5	-	-	21	-	-	-	-	7,260	0.9%	-0.01%	
Blue Shield HMO	0	10	121	-	33,102	8	2	-	-	18	-	85	-	-	-	16	38	-	6	5	-	-	2	2	33,415	4.2%	-0.46%	
CalOptima	0	18	6	-	8	30,235	-	-	-	1	-	11	-	-	-	4	15	-	-	-	-	-	-	-	30,298	3.8%	-0.52%	
Care 1st Health Plan	0	-	22	-	5	-	8,512	-	-	6	-	4	-	-	-	-	8	-	-	4	-	-	-	-	8,561	1.1%	-0.43%	
Central Coast Alliance for Health	0	6	-	1	1	-	-	2,715	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,723	0.3%	-0.58%	
Community Health Group	0	2	9	8	-	-	-	-	23,872	-	-	13	-	-	-	1	4	-	-	43	-	-	-	-	23,952	3.0%	-0.19%	
Community Health Plan	0	-	28	-	7	2	2	-	-	18,885	-	-	-	-	-	2	-	-	3	5	-	-	-	-	18,934	2.4%	-1.07%	
Contra Costa Health Plan	0	-	5	-	2	-	-	-	-	-	3,205	-	-	-	-	-	1	-	-	-	-	-	-	-	3,213	0.4%	-1.17%	
Health Net HMO	6	74	567	3	113	21	20	1	16	45	9	106,473	-	8	1	37	87	43	14	57	-	5	7	-	107,607	13.5%	-0.09%	
Health Net Life EPO	0	9	-	-	1	-	-	-	-	-	-	2	753	-	-	-	1	-	-	-	-	-	-	-	766	0.1%	-0.13%	
Health Plan of San Joaquin	0	21	9	-	-	-	-	-	-	-	-	52	-	8,666	-	-	7	-	-	-	-	-	5	-	8,760	1.1%	0.48%	
Health Plan of San Mateo	0	-	-	-	1	-	-	-	-	-	-	-	-	-	3,251	-	1	-	-	-	3	-	-	-	3,256	0.4%	-0.76%	
Inland Empire Health Plan	0	34	9	-	20	10	1	-	6	7	-	92	-	-	-	44,833	17	-	-	39	-	-	-	-	45,068	5.7%	-0.16%	
Kaiser Permanente	41	95	323	3	50	12	1	-	26	-	29	152	-	26	11	30	108,268	3	6	3	3	-	48	-	109,130	13.7%	0.37%	
Kern Family Health Care	0	11	21	-	-	-	-	-	-	4	-	19	-	-	-	-	17	11,022	-	-	-	-	-	-	11,094	1.4%	-0.01%	
L.A. Care Health Plan	0	-	14	-	5	-	4	-	-	6	-	9	-	-	-	-	2	-	2,938	4	-	-	-	-	2,982	0.4%	0.00%	
Molina Healthcare	0	11	51	8	3	1	3	-	24	16	-	77	-	-	-	11	23	-	-	33,001	-	-	-	-	33,229	4.2%	-0.30%	
San Francisco Health Plan	0	-	10	-	-	-	-	-	-	-	-	7	-	-	2	-	6	-	-	-	5,848	-	-	-	5,873	0.7%	0.29%	
Santa Barbara Regional Health Authority	0	-	2	-	1	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2,008	-	-	2,013	0.3%	-0.40%	
Santa Clara Family Health Plan	0	1	14	-	3	-	-	-	-	-	-	3	-	-	2	-	-	-	-	-	-	-	13,793	-	13,816	1.7%	-0.32%	
Ventura County Health Care Plan	0	9	-	-	4	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2,597	2,612	0.3%	-2.36%		

Total Subscribers Changing Plans at OE:	5,696
Percent of Subscribers Changing Plans at OE:	0.71%

ENDING COUNT:	797,529	100.0%
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Healthy Families Program Open Enrollment Transfer Activity - By Dental Plan 2007

Data includes voluntary and required transfer requests

Dental Plan the Subscriber Transferred To	Access Dental	Delta Dental	Health Net Dental	Premier Access	SafeGuard Dental	Western Dental	Enrollment by Plan of Members Participating in OE *	Percent of Enrollment by Plan of Members Participating in OE *	Percent Change During Open Enrollment
STARTING COUNT:	126,168	393,422	49,566	22,257	137,924	68,192	797,529		
Access Dental	123,435	46	138	6	195	242	124,062	15.6%	-1.67%
Delta Dental	1,487	392,917	289	192	1,027	1,009	396,921	49.8%	0.89%
Health Net Dental	190	23	48,682	0	163	211	49,269	6.2%	-0.60%
Premier Access	6	279		22,045	78	103	22,511	2.8%	1.14%
SafeGuard Dental	546	35	215	9	136,025	356	137,186	17.2%	-0.54%
Western Dental	504	122	242	5	436	66,271	67,580	8.5%	-0.90%

* Excludes Disenrollments

Total Subscribers Changing Plans at OE:	8,154
Percent of Subscribers Changing Plans at OE:	1.02%

ENDING COUNT:		797,529	100%
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Healthy Families Program Open Enrollment Transfer Activity - By Vision Plan 2007

Data includes voluntary and required transfer requests

Vision Plan the Subscriber Transferred To	Eye MED Vision Care	SafeGuard Vision	Vision Service Plan	Enrollment by Plan of Members Participating in OE *	Percent of Enrollment by Plan of Members Participating in OE *	Percent Change During Open Enrollment
STARTING COUNT:	52,444	48,569	696,516	797,529		
EyeMed Vision Care	52,159	136	467	52,762	6.6%	0.61%
SafeGuard Vision	50	48,215	273	48,538	6.1%	-0.06%
Vision Service Plan	235	218	695,776	696,229	87.3%	-0.04%

* Excludes Disenrollments

Total Subscribers	
Changing Plans at OE:	1,379
Percent of Subscribers	
Changing Plans at OE:	0.17%

ENDING COUNT:	797,529	100.0%
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